

1. **Services to be furnished** -- The Contractor shall provide all services as identified in OSF MSFC ODIN ORDERING QUANTITIES contained in the electronic file "MSFC baseline (May 99) Attachment A.xls" dated 4-29-99, which is incorporated herein by reference. The MSCF Summary Data Sheet is provided as Attachment A1. These services shall also be provided to off-site facilities, including but not limited to, the Global Hydrology and Climate Center (GHCC), Research Park. The Contractor is not responsible for the cable plant management.
2. **Price List** -- The unit prices set forth the OSF PRICE LIST are applicable to the services ordered under this Delivery Order. The OSF PRICE LIST will be maintained and made available electronically by the Government. These unit prices are valid for all quantities within +/- 5% of the aggregate minimum/maximum quantities within a service category (e.g., desktop and server) set forth in Attachment Q of Contract NAS5-98144.

MSFC has standardized on the following items:

- GP2 (PCs) -- will not order GP1 (PCs) for the life of this Delivery Order.
- Enhanced service level for Shared Peripheral priced at \$1.51.
- Enhanced service level for Integrated Customer Support/Help Desk priced at \$2.66.

If applicable, the following unit price shall apply in lieu of the respective prices reflected in the OSF PRICE LIST:

- If at least 25% of the total ordered seats within a category (i.e. GP and SE) include the enhanced service level for Hardware Maintenance, then the unit price will be \$5.33.

3. **Transition Bonus** -- In accordance with Contract Section A.1.7, a bonus of up to \$100,000 is available for completing a smooth transition at MSFC. After one hundred eighty (180) days from the beginning of the period of performance, the Government will determine the earned amount. After determination has been made, the Government will notify the Contractor of the earned amount. The Contractor shall then submit an invoice for payment of the earned transition bonus amount.
4. **IFMP Bonus** -- A bonus of up to \$250,000 is available to facilitate implementation of IFMP as it relates to performance at MSFC. This includes: actions taken by the Contractor that either eliminate or minimize disruption to, or interference with, IFMP implementation; enhance MSFC's ability to implement IFMP; or any other actions that reduce the risk to, or aid in the, MSFC implementation of IFMP during either during the transition to ODIN or performance of delivery order requirements. After implementation of Phase I testing, the Center will make an assessment as to the Contractor's actions relative to this facilitation. Based upon this assessment, MSFC Center Director will determine the amount, if any, of the available bonus to be paid. This decision is final and is not subject to the Disputes Clause. The Government will notify the Contractor of the earned amount. The Contractor shall then submit an invoice for payment of the earned IFMP bonus amount.
5. There is no Due Diligence price adjustment applicable to this Delivery Order.

6. The total amount of this Delivery Order is \$ 40,806,070.61, which includes an estimated amount of \$500,000 for anticipated value of orders from the ODIN Catalog of Services and Commercial Components (CSCC) through September 31, 1999.
7. Pursuant to Contract Section A.1.32.2, the NASA FAR Supplement (NFS) clause 1852.232-77 Limitation of Funds (Fixed-Price Contract) is incorporated in this Delivery Order by reference. The Delivery Order Contracting Officer will provide the full-text of this clause upon request. The following data is provided to complete this NFS clause.

(a) \$ 313,000 is presently available for payment and allotted to this Delivery Order

SCHEDULE FOR ALLOTMENT OF FUNDS

Date Amounts
(to be provided)

(c) (1) May 28, 1999

8. The accounting and appropriation data for this Delivery Order is provided below:
IM/CW-1/301003/2929C/34/99/BX \$313,000
9. The period of performance for this Delivery Order shall be thirty-one months beginning May 1, 1999, and ending November 30, 2001. The Contractor shall technology refresh all desktop seats ordered with Hardware Tech Refresh at the premium service level within the period of performance.
10. **Authorized Officials** –

Delivery Order Contracting Officer (DOCO):	Marjorie Ann Nelson
Alternate DOCO:	Jane M. Reutter
Delivery Order Contracting Officer's	
Technical Representative (DOCOTR):	Jeanne O'Bryan
Technical Management Representative (TMR):	Neil Rodgers
Alternate TMR:	Elizabeth Woeber

11. **Retainage Pools** -- In accordance with Contract Section A.1.8, the Government will withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for this Delivery Order and subsequent modifications. These amounts will be deducted from the monthly invoiced amounts and disbursed if authorized by the ODIN Program Manager. Any amounts not authorized for disbursement will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar value.
 - (a) Three (3) percent for the Performance Retainage Pool (PRP)
 - (b) One (1) percent for the Metric Performance Retainage Pool (MPRP)

12. **Specialized Requirements**

- (a) Pursuant to Contract Section A.1.15 PROCEDURES TO EFFECT SPECIALIZED REQUIREMENTS, only the persons listed as Authorized Officials in paragraph 10 above are authorized to initiate the specialized requirements that cause a price change in this Delivery Order.
 - (b) Pursuant to Contract Section C.5.9.2, the mission freeze notification time is no less than three working days prior to the freeze. An ODIN user or the TMR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the TMR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization. Additional information concerning the Standard Operating Procedure (SOP) for mission freeze is available under "ISSO SOP 5B14"; which is incorporated herein by reference and will be made available by the TMR if requested by the Contractor.
 - (c) For the priority service pursuant to Contract Section C.5.9.4.2, an ODIN user calls the ODIN Help Desk to report a problem and identifies it as a "work stoppage" or "requiring a priority". The Contractor shall, upon receipt, shall refer the problem call to the MSFC TMR, or his designated representative. If the designated personnel can not be reached within fifteen (15) minutes, the Contractor shall proceed with the request to provide priority service. The Contractor shall maintain statistics and provide weekly status to the TMR concerning percentage of priority service allocation available.
13. **Desktop File Services** – In accordance with Contract Section E.3.1.15, the Contractor shall provide
a minimum of 50 MB of server file space for each ODIN user who orders the basic service level.
14. **OSF ODIN Guidelines for Laptop Loaner Pool Services** -- The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
- (a) Maintain Center standard load
 - (b) Maintain any organization specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
 - (c) Battery recharge and/or exchange
 - (d) Remote access setup and guidance
 - (e) Data transfer support (moving data from a server to the laptop or vice versa)
 - (f) Remove user data from laptop

The Laptop Loaner Pool services shall be provided at an ODIN defined location (preferably on-site) and will be referred to as the Laptop Loaner Center (LLC). The NASA party responsible for determining who may use the laptop will be the coordinator listed in the seat requirements. Only the coordinator can authorize the checkout of a loaner pool laptop. Each center may have multiple coordinators, a primary and alternate responsible for each organization.

Laptop Loaner Responsibilities:

- (a) The Contractor is responsible for maintaining the current status of all laptops in the Laptop Loaner Pool by user's name and date of last checkout for each device. The laptop coordinator is responsible to track any other information he/she needs such as due date, length of checkout, etc.

- (b) The Contractor has primary responsibility for the property. The user is responsible for the property while it is checked out.
- (c) The Contractor shall be responsible for ensuring that the organization that ordered a specific laptop is the sole user of the laptop. The Contractor may use an organization's laptop to meet another organizations laptop loaner need only if the affected organization's coordinator has authorized the request. If a user uses another organization's laptop, the laptop will remain in the loaning organization's configuration.

The process to request a laptop from the Laptop Loaner Center (LLC) is as follows:

- (a) Coordinator gets request from user.
- (b) Coordinator notifies the Contractor of the requirement, at a minimum, two days prior to need date (via e-mail, fax or phone call) to release laptop to a specific user.
- (c) User notifies ODIN LCC if there is any data that needs to be transferred from the server to the laptop loaner.
- (d) User goes to LLC to pick up laptop and signs appropriate paperwork prepared by the Contractor.
- (e) When user is finished with the laptop, user returns laptop to the LLC.
- (f) The Contractor prepares machine for next checkout.

15. OSF ODIN Guidelines for E-mail and Login Domain Services

- (a) E-Mail Services -- In accordance with section E.1 that defines desktop services including bundled network services and the "bundling includes any servers (e.g., email, print, file...)", the Contractor is responsible for the Center's NASA e-mail system. The Contractor shall provide ancillary functions that are associated with running the Center's e-mail system. These functions include:
 - (1) Electronic mail services for NASA supported projects and missions (i.e., Contractors, University Personnel, Experimenters),
 - (2) Accounts for calendaring only (i.e., conference rooms, special projects),
 - (3) E-mail accounts (i.e., Postmaster, NMKA, summer students),
 - (4) Distribution lists (managed by either OAO or the user as specified),
 - (5) Off-site user accounts added to the global address list, and
 - (6) Secure e-mail support including key management and setup (JSC only).

The specific functions will be performed as necessary or when requested by NASA personnel.

- (b) Login Domain Services -- The Contractor is responsible for the Center's NASA login domain(s). The Contractor shall provide master account domain services including support for authorized users requiring access to Government data, electronic mail access, etc. Additionally, the Contractor shall perform routine checks to proactively maintain existing accounts. This support shall be provided as necessary or when requested by NASA personnel.

16. Option to Retain Government-owned Monitor -- In some cases, Government-owned (existing) monitors are either larger or have more capability than the monitor for the ordered seat type. During hardware refresh, and upon request by the user, the Contractor shall reinstall the existing Government-owned monitor to the user's seat. On a best effort basis, the Contractor shall attempt to ensure that this monitor works properly with the new refreshed system. If additional hardware (e.g., video cards) or software is required to make the system operable with this existing Government-owned monitor, the user will order the required hardware and/or software from the catalog. When the existing Government-owned monitor becomes inoperable and is no longer repairable, the Contractor shall

replace the monitor with the corresponding monitor for the ordered seat. The user may choose to upgrade the monitor via the catalog at that time for an enhanced monitor.

17. **Moves, Adds, Changes Definition** -- In addition to the requirements specified in contract NAS5-98144, E.3.1.8, Moves, Adds, Changes, the following is defined and applicable to this delivery order:
- (a) A move is defined as de-installation, move and re-installation of system hardware, including telephones requiring a physical dispatch of a technician or analyst.
 - (b) Virtual moves do not count in computing the total number of moves included in the service levels.
 - (c) Moves are aggregated by service, for example, average of one more per year for each "seat" in each of these categories: desktop, server, and communications services.
 - (d) Wiring needed to provide connectivity to a seat is included in the seat price provided the basis infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support or less. For example: A user who is subscribing to Large LAN moves to a facility where large LAN bandwidth service is unavailable. The Contractor shall reconnect and reduce the monthly price to that associated with the regular LAN service level.
18. **Asset Transition** -- The Contractor shall submit, within sixty (60) of the date of this Delivery Order, the initial Asset Transition charge from the beginning of the period of performance through November 30, 2001. As a minimum, the value shall be updated quarterly. The asset transition value will be calculated using the remaining lease value for all of the contractor-provided assets (both hardware and software) and the number of months remaining on the lease at the end of the delivery order. This applies to all classes of contractor-provided assets, including desktops, servers, telephones, and other communication assets. The Contractor shall include provisions in all purchase and lease arrangements, both for hardware and software, for transfer to a successor Contractor or Government. Catalog ordered items are **NOT** to be included in the asset transition value but shall be listed separately for identification purposes without an asset transition value.
19. **On-site space/facility** -- The Government will provide the on-site facility/space for the Contractor's use in performing the services as specified in the table below. The facility space includes custodial, fire protection, medical treatment of a first-aid nature, cafeteria privileges during normal operating hours, building maintenance, security, telephone service (official purposes only), and utilities. The Contractor is prohibited from using store stock supplies and using MSFC's central receiving facility. Moving or hauling for office moves, movement of large equipment, and delivery of supplies shall only be permitted if approved by the TMR. Limited computers are made available for the Contractor's on-site use. These are not considered to be an ODIN seat and shall not be a part of the monthly charges on the invoice. The table indicates the square footage price for this space/facility usage, which shall be reflected as a credit to the Government on each monthly invoice.

Bldg.	Sq. Ft	Type Space	Rate	Monthly Cost	Yearly Cost
4471	2700	Storage	\$3.94	\$886.5	\$10,638
4207	4300	Comp. Rm	\$13.99	\$5013.08	\$60,157

Various	2000	Office	\$9.61	\$1,601.66	\$19,220
Total				\$7501.24	\$90,015

20. **Use of Existing Government Assets** – Pursuant to Contract Section A.1.14 (a), FAR clause 52.245-2, Government Property (Fixed Price Contracts); the NFS clauses 1852.245.71 Installation-Accountable Government Property, Alternate I, 1852.245-73 Financial Reporting of NASA Property in the Custody of Contractors, and 1852.245-76 List of Government-Furnished Property; are incorporated herein by reference. Copies may be obtained by contacting the Delivery Order Contracting Officer at 407 867-4726. These clauses are modified to reflect the following changes:

1852.245-76 -- Equipment to be made available will be incorporated by a subsequent modification to this Delivery Order.

1852.245-73 -- Reporting shall be accomplished utilizing NASA Form 1018 (Attachment F) The NF 1018 (3 copies) shall be submitted to the following:

NASA Marshall Space Flight Center
Attn: FMD
Marshall Space Flight Center, AL 35812

21. **Customer Satisfaction** -- Contract Table F.1.1 is revised to incorporate the Customer Satisfaction metrics applicable to this Delivery Order.

Table F.1.1 – Level 1 Metrics Table (revised)

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop User Services	98	98	90/92/95 *
Phone Service	95	99.9	90/92/95 *
Fax Service	95	99.5	90/92/95 *
Local Video Service	95	99.5	90/92/95 *
Administrative Radio Service	95	99.9	90/92/95 *
Public Address Service	95	99.5	90/92/95 *

* 90% Year 1; 92% Year 2; 95% Year 3

22. **Platform Performance Specifications** -- During the period of performance, the Contractor shall meet or exceed the performance levels for each platform as specified in Attachment B.
23. **Personnel Access to Government Premises** – In accordance with Contract Clause A.1.25.2, the following clause is hereby incorporated:

**MSFC 52.204-90 CONTRACTOR EMPLOYEE BADGING AND EMPLOYEMENT
TERMINATION CLEARANCE (APR 1994)**

- (a) It is anticipated that performance of the requirements of this Delivery Order will require employee access to and picture badging by the Marshall Space Flight Center. Contractor request for badging of employees shall be by MSFC Form 1739, Contractor Badge/Decal Application. Requests for badging shall be submitted to the attention of the TMR (or Alternate TMR) for completion and approval prior to processing by the MSFC Security Division.
- (b) The Contractor shall establish procedures to ensure that each badged employee is properly cleared in accordance with MSFC Form 383-1, "Contractor Employee Clearance Document," prior to finalization of employment termination.
- (c) Requests for copies of MSFC Forms 383-1 and 1739, shall be directed to the MSFC Security Division, Marshall Space Flight Center, AL 35812.

24. **Data Requirement Documents (DRD)** – In addition to the DRD Listing in Table B.1 of Contract NAS5-98144, the following data requirements are applicable to this delivery order:

- (a) DRD# ODIN-OSF-1 Reports, Supporting Invoice Data
- (b) DRD# ODIN-OSF-2 Reports, Telephone Call Detail
- (c) DRD# ODIN-OSF-3 Reports, Security

Attachments:

- A. OSF MSFC ODIN ORDERING QUANTITIES (electronic file only)
- A1. MSFC SUMMARY – DELIVERY ORDER TOTAL VALUE (2 pages)
- B. MINIMUM PERFORMANCE LEVELS (1 page)
- C. DRD# ODIN-OSF-1 REPORTS, SUPPORTING INVOICE DATA (2 pages)
- D. DRD# ODIN-OSF-2 REPORTS, TELEPHONE CALL DETAIL (2 pages)
- E. DRD# ODIN-OSF-3 REPORTS, SECURITY (1 page)
- F. NF 1018 NASA PROPERTY IN THE CUSTODY OF CONTRACTORS
(JUL 98) (2 pages)